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        ✍   Providing engineering consulting regarding Enterprise wide-area-networking over the Internet.

        ✍   Providing engineering consulting regarding the integration of Internet to messaging and Groupware platforms.

        ✍   Providing security and disaster recovery planning and implementation.

DUTY STATEMENT

Project Manager: (8 years experience within the last 9 years)

Our Project Managers have at least four years experience in the management of projects/tasks similar in scope and requirements to current programs within the State of California. They have experience in planning, organizing, directing, and controlling project resources. (i.e. managing product acquisition schedules with manufacturers and distributors) and overseeing medium to large scaled IT Projects comprised of sub-projects and distinct deliverables. They are responsible for organizing highly complex activities for the development, implementation, and maintenance of large IT projects. As well as, managing to completion - performance, cost and time goals, while ensuring that the project is meeting the customer' s project requirements and, provides formal reporting to CompuCom management and agencies regarding project status.

Principal responsibilities and duties include:

- Provides business, technical and personnel management for individual projects, such as engineering studies, computer applications and systems development.

- Plans, directs and coordinates the acquisition and development of new business to an operational account stage.

- Initiates, supports and participates in negotiations with perspective customers.

- Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources.

- Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements.

- Project Management

    - Develop and manage project budgets

    - Create project plans and work breakdown structures

    - Define and control project scope and issues

    - Ensure communication related to integration topics

    - Provide project and integration risk analysis and management

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?? Deliverable Management

- Ensure project deliverables;

- Define strategies to deliver work products

- Provide quality assurance of work products

?? Staff/Team Management

- Manage interface team members (including vendor staff, customer staff and contract resources) to meet project deadlines

- Negotiate with vendors

?? Customer Coordination

- Interact with customers to identify IT solutions

- Collaborate with customers in developing and executing project plans

- Communicate with other IT departments as needed to insure that project deliverables meet the State Computer Store customers' standards.

On-Site Engineering Qualifications
To provide comprehensive support throughout the nation and beyond, CompuCom has developed strict policies and training programs for our engineers and consultants. Beginning with an unparalleled college recruiting program and continuing through ongoing training programs and certification requirements, CompuCom presents to the State of California the finest in engineering talent.

Training Objectives
Based on the requirements identified by our State Store Customers, CompuCom will tailor the specific training solutions for its on-site staff to meet those expectations. CompuCom stresses the following training objectives for training programs.

The following describes CompuCom's training philosophy and explains individual offerings and methodologies.

Certifications
CompuCom firmly believes that training and ongoing hands-on experience are essential to effective problem solving. As a result, CompuCom invests in support professionals with considerable field experience, then continues to invest in a variety of training resources. CompuCom staff of engineers carries the highest level of vendor certifications for CompuCom's major product lines, including:

- Compaq
?? IBM
?? Apple
?? Hewlett-Packard

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?? Toshiba
?? Microsoft products
?? Lotus products
?? A+ Certification

Relationships with major manufacturers such as IBM, Compaq/DEC, Apple, Hewlett-Packard, AST, Epson, Okidata, and Synoptics -just to name a few • mean that CompuCom's engineers receive training, documentation, updates, and support that is concurrent with the latest releases and product introductions. Additional CompuCom training programs are listed below:

? Microsoft (for LAN Manager, Windows, and NTAS)
?? Novell (through ECNE/CNI)
?? Banyan (through CBS)
? IBM (for OS/2 and OS/2 LAN Server)
? Lotus (for Notes Administrators and Users)

In addition to the training programs and certifications described above, each CompuCom branch conducts customer relations/sensitivity training on a monthly basis. This training is done in either a group workshop environment, through the use of role playing, or by self-study courses from the Computer Based Training (CBT) Systems training catalog. Finally, CompuCom utilizes the A+ certification program sponsored by the Computer Technology Industry Association (CTIA). To manage its training program, CompuCom tracks all technical certifications through a centralized training database.

Consultant and Engineer Business Conduct
All CompuCom associates are expected to act in a manner consistent with the highest standards of business integrity. To foster a fair, equitable, and professional work environment, CompuCom has developed its Code of Business Conduct. This Code of Business Conduct is reviewed by all employees as part of their new hire orientation and is available on CompuCom's internal intranet.

Protection of Customer Information • All CompuCom associates sign **a** non-disclosure agreement as a condition of employment. Any associate who discloses trade secrets or confidential business information is subject to disciplinary action, up to and including termination of employment and legal action, even if he or she does not directly benefit from the disclosed information. Furthermore, associates who do not return company property or who remove company files, utilize proprietary information, or actively solicit customers for purposes other than the performance of company-related business, will face termination of employment and potential legal action. These obligations continue in full force and effect even after separation of employment with CompuCom.

## PROJECT MANAGEMENT—BEST PRACTICES:

Process Expertise
Customers receive their greatest value from organizations that possess well-established and operationally proven methodologies and processes that accompany strong technical depth in their resources. CompuCom is ISO-9001 certified for all major OEM channel

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assembly programs. We support open standards and industry best practices to simplify the ease of operational consistency.

CompuCom understands and trains our consultants in the nine functional areas of project management outlined in the Project Management Body of Knowledge, the open standard developed by the Project Management Institute and recognized by ISO, ANSI, and IEEE.

CompuCom's Addvent Methodology enables successful implementation and delivery through the complete life cycle.
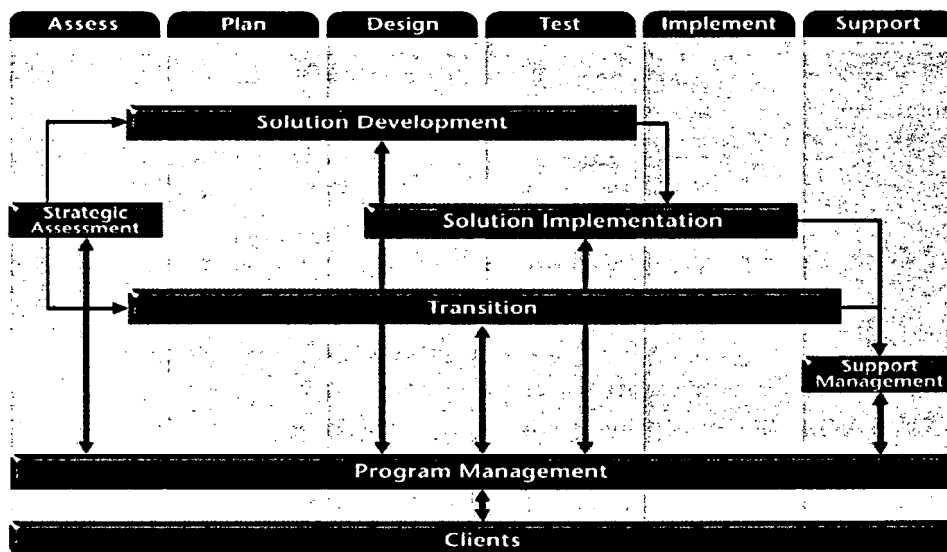
Addvent is CompuCom' s process for providing Information Technology (IT) consulting, technical, and outsource support solutions. It provides the frameworks to deliver consistent and predictable results. It is comprised of six phases and five frameworks. The phases are consecutive sets of activities in the development cycle. The frameworks are threaded functional activities that provide a blueprint for the solution or service delivery. Each framework contains framework steps that are detailed tasks to produce specific results in the process.

From the ideal engagement perspective, everything that CompuCom delivers to a client starts with a strategic assessment. The purpose of this assessment is to ensure that CompuCom knows, understands, and embraces our clients business objectives and current state with respect to distributed information technology. Within this assessment, we work with the client to define their technology future, identifying and designing the solutions they need to meet their short- and long-term business objectives.

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The Strategic Assessment framework naturally leads to the Solution Development and/or Transition frameworks. Solution Development is the IT Consulting process of identifying, engineering, and testing custom-designed information technology solutions, using the technologies and processes developed through **CompuCom's** practices. Transition is the definitive process for taking a client' s current operational and support structure, either procurement, configuration, help desk, desk side support, etc., and migrating it to **CompuCom's** IT Outsourcing. This migration involves setting the proper expectations and time lines, while establishing with the client the planning and operational processes to implement our IT Outsourcing services within their environment.

The Solution Development framework naturally leads into the Solution Implementation framework, which includes creating and defining all of the tools, processes, and logistics to deploy a fully engineered technology solution in a clients environment.
Both Solution Implementation and Transition frameworks naturally lead to Support Management. The Support Management framework defines the ongoing management and oversight processes used by IT Outsourcing when delivering our services to our clients.

Each one of the above frameworks is designed to be executed as a standalone process for those clients who have already completed certain components or do not desire that CompuCom executes the complete process. Each framework has guidelines to help determine what information exists, what requirements have been met, and what remains to be done to ensure a successful execution of the framework.

Strategic Assessment

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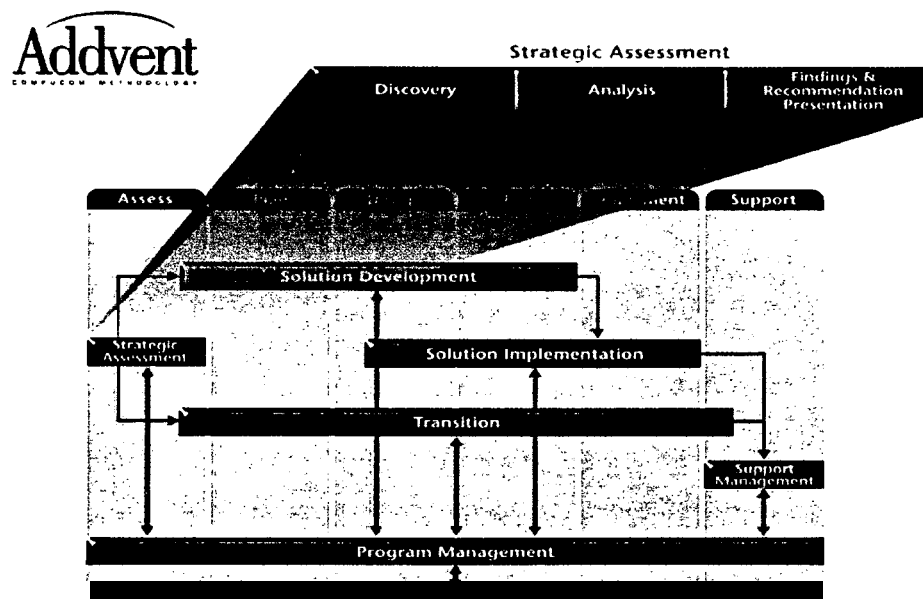
Strategic Assessment is the evaluation of a client' s environment and their ability to achieve the future-state concept of IT support for their business operations. A strategic assessment is appropriate when the client is open to a broad range of change—committing to doing whatever is necessary to achieve the desired future state and associated goals and objectives. The strategic assessment is developed through the joint efforts of a client-consultant team.

Strategic assessments differ from tactical or operational assessments, which are required when the goal and plan are already established but not proceeding as expected. Tactical and operational assessments focus on a narrow aspect of the client' s support concept.

A strategic assessment addresses any one of a number of issues facing the client. CompuCom may be engaged to perform a strategic assessment of the client' s overall business situation, strategy, and plan; or, to assess a specific service offering, client operation, or component of the infrastructure. The Strategic Assessment Framework provides guidance to assure that CompuCom establishes the foundation to achieve the client' s overall business objectives.

The objectives of a Strategic Assessment are the following:
- Identify the client' s business and technical vision, mission, strategy, or objectives
- Identify and understand the client' s motivation for a strategic assessment
- Accumulate information to perform a thorough and comprehensive analysis
- Interview the client' s technical and business-oriented associates
- Analyze the information gathered
- Identify the current and future states
- Develop and provide a recommended strategy to the client
- Justify the recommended course of action with both objective criteria (i.e., return on investment) and subjective considerations (i.e., consistency with the client' s strategy)

Strategic Assessment is a multi-step process consisting of three steps: Discovery, Analysis, Findings & Recommendations Presentation.

' Strategic assessments ask these types of questions of a potential client:
- Where is the client driving their business?
- Are vision and strategy still appropriate to the rapidly changing environment in which all businesses find themselves?
- Are the company' s policies, standards, processes, and practices supportive of the strategy?
- Are these policies and standards appropriate for the environment and challenges the organization faces?
- Do the infrastructure and in-place systems support the company' s goals and processes?
- Is there a sound plan for growing the infrastructure and introducing new functionality and technology as the market' s environment will demand?

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Solution Development
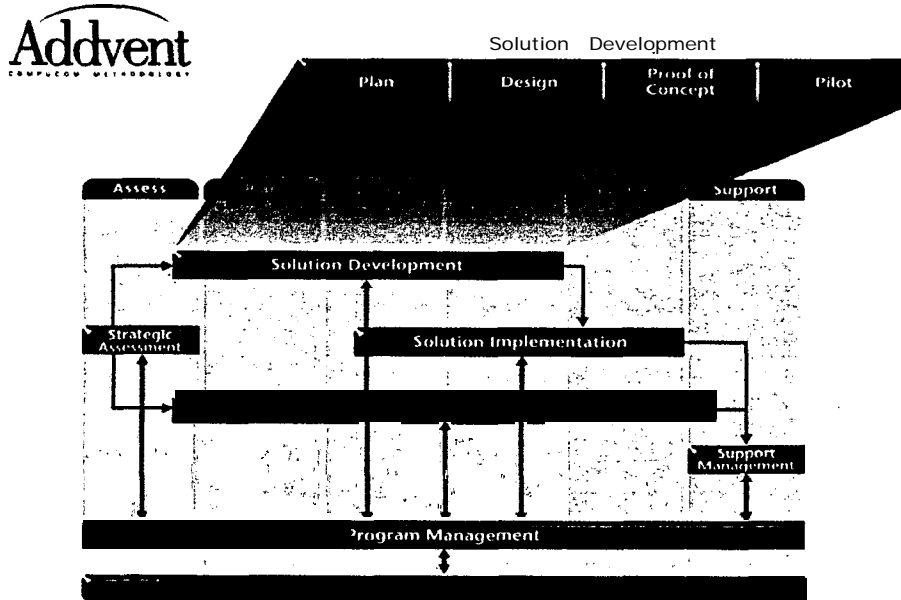
Recent studies from the Gartner Group have shown that cutting corners on planning can triple the cost and time to implement enterprise-level projects. CompuCom's objective is to provide our clients with a process that facilitates successful project implementation.

Solution Development is a critical part of any engagement. Careful analysis and planning are crucial and this framework helps you deliver a solid solution to our clients.

Solution Development is the second framework in the Addvent Methodology and includes the design, engineering, and testing of a solution. The project team needs to understand the client's information technology strategy, design a solution to meet the targeted facet of the technology, engineer the products that comprise the solution, develop the plans and activities required to effectively test the solution, and manage the pilot at the client site.

Solution Development is a multi-step process with six unique outcomes. The first step in the process is Plan, which defines the scope of the development and results in the creation of two deliverables — a scope document and a conceptual design. The scope document may be a simple Letter Of Intent, a Statement of Work, a more involved Vision Guide, or a full Proposal. The conceptual design is created to demonstrate what the solution will be and how it will fit into the client's environment. Both documents are delivered to the client.
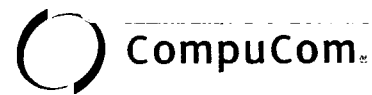
Design is the second step of a Solution Development engagement. The Design Guide and Logical Design are the two deliverables created from this step.

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Design leads to the Proof of Concept step, when the solution is engineered, the lab environment is built, and the solution is tested. The Procedures Guide is documented as the deliverable.

The last step of Solution Development is the Pilot, when the working proof of concept is tested. The purpose is to gain the clients acceptance of the Solution Development framework deliverables and prepare the project handoff to the Implementation team.
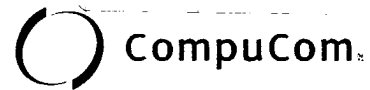
Solution Implementation
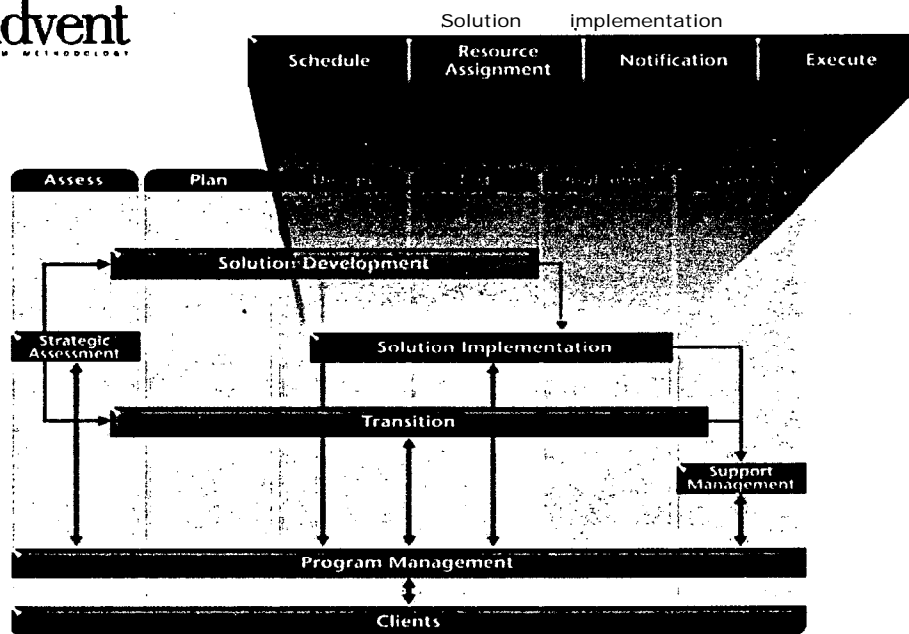
The Solution Implementation framework identifies the processes and tools to deploy a fully engineered technology solution in a client' s environment. Solution Implementation is process execution, with the first step, Schedule, developing a detailed implementation plan.
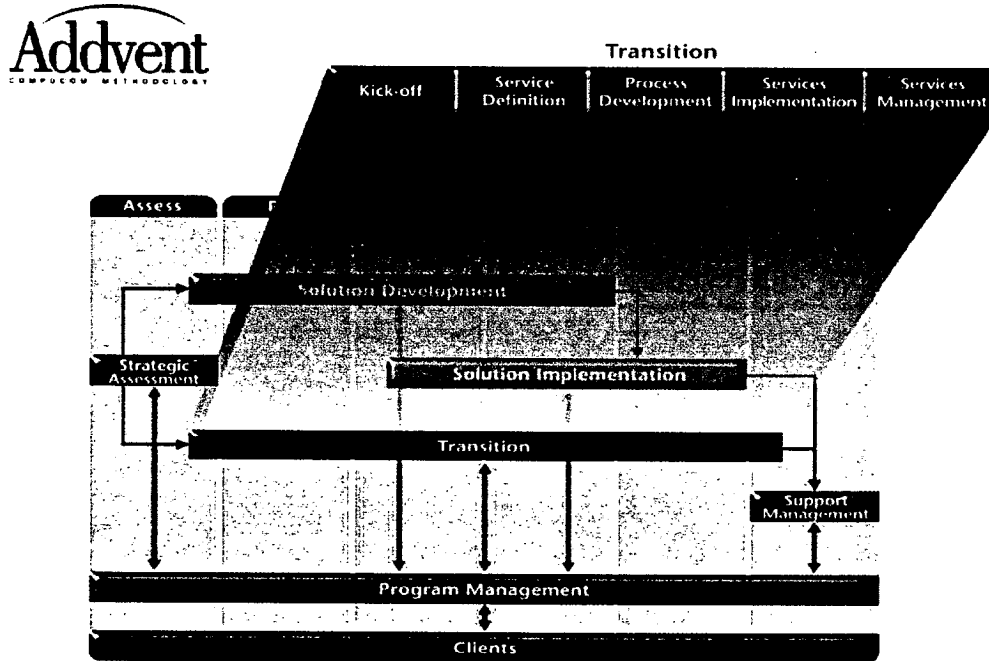
Resource Assignment, the second step, coordinates all aspects of the implementation project resources, from identifying staff needs to determining timely staff schedules. Conducting a walk-through of the implementation plan during the Notification step informs the client' s management of the activities to occur at their site and highlights any changes or additions that need to be made before Execution.

Execution is the last step of the project implementation. Actual deployment of the solution according to the Statement of Work, with project status reports, project review meetings, and complete documentation, is delivered in the client' s environment.

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Transition

Transition is the multi-step process of evaluating a clients current support infrastructure and moving selected portions or all of it to one or more of CompuCom's IT Outsourcing services.

The first step in the process is Kick-off, in which the components of the transition are framed, the schedule is set, and the resources identified.

Kick-off leads to Service Definition. Service Definition is the second step in the process, identifying all of the critical factors that determine the level of service CompuCom needs to deliver. In this step, service level metrics are defined, high-level processes are created, and responsibility agreements are reached about the support to be delivered by CompuCom and the support remaining with the client.

Process Development is the step where all processes are crafted, detailed, and documented within the Co-Managed Operations Guide. The high-level processes yield to the detailed tasks required to ensure everything done on a day-to-day basis in the future is consistent and accomplished in a way that supports the agreed-upon service levels.

Service Implementation is the fourth step when all of the processes and procedures are put into practice within the clients environment. In this step, the clients support structure is transitioned to CompuCom's delivery organization, where the processes are verified and locked-down. When this step is complete, the client has entrusted its outsourcing support to CompuCom and our ability to execute.

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The last step is Service Management, integrating the support structure into the Support Management framework. This step is the detailed task of managing the relationships and service offerings between CompuCom and the client, ensuring that Service Level Agreements are met and maintained and that the client is satisfied.

Support Management
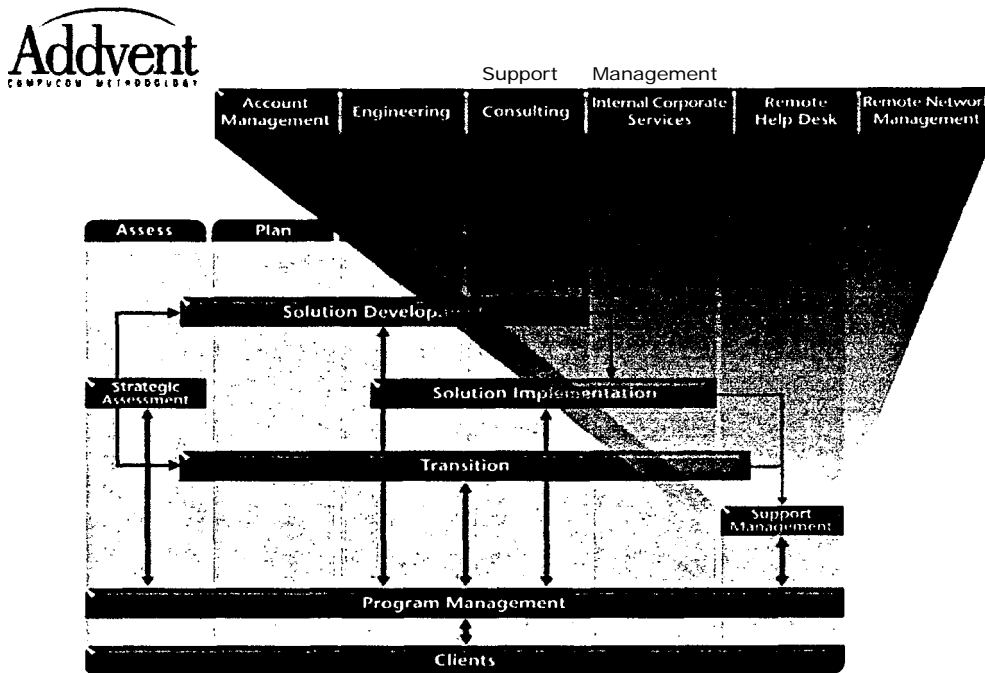
Both Solution Implementation and Transition frameworks naturally lead to Support Management. The Support Management framework defines the day-to-day, week-to-week, and month-to-month processes used by IT Outsourcing when delivering our services to our clients. Support Management is the ongoing oversight and continuous improvement of the clients engagement. It considers all elements of CompuCom's services, seeking improvement in all areas over time and managing the ongoing support provided to our clients, by:

  - implementing a continuous change process with the proper quality control and process improvement mechanisms
  - designing and engineering the day-to-day support offering delivered to the client based on the project initiatives
  - ensuring the operational integrity of the solution
  - driving down costs associated with staff resources, while managing the environment and the delivery of the service to predefined standards and service levels, and
  - designing and managing reporting mechanisms and measuring service level responses.

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Support Management has five components: Managed Support Program, Account Management, Customer Satisfaction Program, Process Optimization, and Internal Corporate Services.

Change Management
One of the most important issues in a comprehensive on-site services engagement is how to accommodate and manage change and its impact on scope, cost, delivery, service levels, and contract terms.

Aggressive change management offers a balance between the outsourcer and the customer, and it provides continuity of service without engagement interruption. CompuCom delegates change control to the Program Executive, the single point of contact overseeing program.

An effective change management system accounts for the procedures necessary in requesting, evaluating, approving, and tracking change, while minimizing the critical path impact. CompuCom's strength in change management enables the complete effort, schedule, and cost evaluation, provides continuous service and support, manages scope creep, maintains resource dedication on approved tasks, and minimizes accounting issues.

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L4. ADDITIONAL SERVICES

ASSET MANAGEMENT-IT CONSULTING SERVICES

For companies operating in a distributed computing environment, the following IT asset information is often not available to management:

- Who are the assets assigned to?
- How they are configured?
- How they are represented in the network?
- How and when they were acquired and depreciated., or leased?
- What type of maintenance coverage do they have?
- What is the warranty status of each asset and the provider?
- What do they do with assets that outlive their usefulness (obsolescence)?

Without the above information, IT assets are difficult to support through both a help desk and deskside repair. Additionally, clients find it difficult to identify necessary upgrades to support new software versions, network operating systems, and new applications. A comprehensive Asset Management strategy is essential.

Asset Management is the collection of processes, disciplines and tools that allow companies to select, install and manage IT assets. CompuCom's Asset Management services help its clients improve their processes and disciplines, and install or outsource the proper tools to ensure the maximum Return on Investment. Specifically, CompuCom's consulting services help you:

- Capture configuration, location, and cost data of personal computers and peripherals throughout each IT asset's life cycle
- Maintain and update IT asset data through automated inventory of the assets
- Capture maintenance and support costs in timely way
- Use the captured data for developing management practices that:
- Support the customer's strategic planning
- Reduce the deployment cost of IT assets
- Optimize the financial return of IT assets
- Optimize the end user's productivity

CompuCom's Approach

CompuCom recommends that its clients build their asset management solutions using a simple, four-step process:

Step 1:   Develop an Asset Management Policy
Step 2:   Perform a Baseline Inventory
Step 3:   Install an Asset Tracking Tool
Step 4:   Build an Asset Management System

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For any asset management solution to be successful, it requires a standard set of processes and procedures that are consistent, understandable, executable and traceable across the enterprise. These processes must also apply to any business partners currently engaged by the customer that provide such services as repairs, installs, moves, adds, and changes. CompuCom' s Consulting services help clients decide define asset management needs within their environment and then design a process that allows them to start proactively managing their IT assets.

STEP ONE: ▪ OPERATIONAL REVIEW

CompuCom' s Operational Review allows its consultants to investigate a company' s current operation and provide a " roadmap" geared towards developing a complete asset management solution. Using a " best practices approach" , as defined by the GartnerGroup, CompuCom crafts a solution to greatly enhance the customer' s ability to manage all IT assets efficiently and effectively. The solution will also provide the ability to deliver accurate data to aid the continual business decision making process.

Workflow Design

Once a customer has an asset management strategy defined, they must be able to implement the processes and procedures that define that strategy. CompuCom' s Workflow Design services provide consulting resources to take the customer' s defined processes and procedures and turn them into functional and operational practices. This service is sold on a time and materials basis.

STEP TWO ▪ ASSET INVENTORY

For a moderate size organization of 3000 assets, a discrepancy of 20 percent in asset counts can reflect a miscalculation of asset value of over $1.5 million. Given a Total Cost of Ownership of $10,000 per asset per year, this discrepancy could be hiding a budget error in excess of $6 million each year. The only way to accurately obtain asset count and location information is to perform a physical count of all assets in the corporation. While electronic tracking tools can be used to identify assets connected to the network, only a physical inventory can capture non-networked assets. A physical inventory also allows an organization to capture demographic data regarding the asset.

Physical Inventory

CompuCom Services can provide the project management and labor resources needed to complete a physical inventory. A physical inventory includes the identification and logging of all applicable IT assets, including CPUs, peripherals such as monitors, printers and scanners, and additional non-PC assets at the client' s request. Information gathered about a PC asset can be divided into two categories ▪ that which can be collected automatically through scanning software and that which must be entered manually. Manually entered information applies to all types of assets – not just PCs. Automatically collected information applies only to those hardware platforms on which scanning software is currently supported.

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Audit Inventory

For customers that have implemented a best-practices asset tracking solution, a complete physical inventory is not often needed. To ensure the validity of the asset data, these companies need to conduct periodic audit inventories. This type of service involves a physical inspection of a subset of assets in our customer's environment. This data is compared to the existing asset tracking data to determine the level of compliance.

STEP THREE AND **FOUR** — IMPLEMENTATION

Once an asset management strategy has been created for a company, the challenge is to implement that solution in the most efficient manner possible. For most customers, this means implementing a set of processes and procedures, and the tools that support them. CompuCom's Addvent deployment methodology allows its consultants to execute Information Technology (IT) solutions through the development of a custom-designed delivery strategy. Compromised of six phases and five frameworks, Addvent provides the frameworks to deliver consistent and predictable results. The phases are consecutive sets of activities in the development cycle. The frameworks are threaded functional activities that provide a blueprint for the solution or service delivery. Each framework contains steps that are detailed tasks to produce specific results in the process. '

CompuCom has chosen to focus its tool implementations on a limited number of vendors. These vendors have proven themselves as the leaders in the industry. The deployment of these tools is based on a specific scope of work agreed upon by the customer. Ideally, each tool deployment will include all phases of Addvent (assess, plan design, test, implement and support).

Ready! • For Asset Management

Ready! For Asset Management is a packaged offering designed to kick-start a customer's asset management program. It includes asset management software— both discovery/tracking and repository — from Peregrine systems, as well as some process consulting and deployment services. Ready! for Asset Management turns Peregrine's tool into a quickly implemented solution! It provides the customer with a system that shows significant business benefits very quickly based on minimum customer requirements. CompuCom's program allows the completion of a base Asset Management implementation for most customers in three weeks, as well as "productized" options for additional add-ons (i.e. Lease Management, Procurement Management, etc.).

Tangram Asset Insight

A premier asset-tracking tool, Tangram Asset Insight sits in a category of its own. It incorporates a robust, enterprise-ready discovery agent with a deep, asset repository. Tangram's tool allows customers to discover their current asset data, and keep a complete history of the changes to each asset. Its strengths are excellent reporting, full asset history and a scalable architecture that allows it to consolidate data from large, multi-network enterprises.

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Tally NetCensus

NetCensus is the known industry standard asset discovery tool, which is its major strength. In addition, it does the best job of software discovery, especially custom or non-standard software. The most significant drawback is its limited database capabilities. The database only maintains current asset data, rather than a complete history. Also, its reporting functions are somewhat limited. A new version addressing these issues is expected in Q2.

Peregrine's Infrastructure Management Tools

Peregrine's Infratools Desktop Discovery, InfraCenter for Workgroups and Asset Center tools span the entire scope of asset management tools. Infratools Desktop Discovery (IDD) is a very capable discovery tool. In our tests, it is by far the best tool for identifying asset hardware configurations. It is somewhat limited in its enterprise capabilities. InfraCenter and Asset Center are basically the same application. InfraCenter is a marketing bundle that includes a built-in database and is targeted at mid-tier companies (<3000 seats). Both tools consist of a series of modules that allow management of assets from procurement through disposal. The Asset Center Procurement module can be connected to CompuCom ordering systems for true e-commerce connectivity.

Novell ZENWorks, Microsoft SMS

These two tools are primarily systems management tools that also provide asset information. Neither tool, however, provides any capabilities to manage the asset data collected. Either tool can serve a valuable data-collection role in an asset management system, but should be used in conjunction with Asset Center or some other asset repository.

Each of the above tools possesses a different set of challenges in deployment. Using Addvent, as well as our wealth of customer experience, CompuCom Services is able to deploy these tools in an efficient and timely manner, ensuring a reduced time to deployment and a higher ROI.

FEES

Asset Management Services

Asset Management services are client-specific and solutions are custom designed and quoted for each situation. Quotes can be provided on a fixed-fee or time and materials basis.

See Table A-12 Additional Services for Pricing Information

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STATEWIDE MAINTENANCE SERVICE

We've all experienced it at some point. Just when an important deadline is looming and the pressure is mounting your computer system fails. Few things can equal that frustration. Loosing the use of the technological tools we all have come to rely on so heavily can be devastating – to the bottom line of the employer and to the end user. Prompt access to expert support is essential.

To ensure quick repair of your distributed hardware and software technology assets, CompuCom has designed a statewide maintenance service program that will minimize the management and support costs to the customers of the California State Computer Store, while maximizing end-user productivity.

With six (6) service locations strategically placed throughout the State of California, 350+ multi-vendor certified engineers statewide, and alliances with leading engineering support providers, CompuCom is positioned to provide repair services in all of your locations. CompuCom serves as the single point of contact and removes the burden of managing multiple service providers, ensuring that your end users receive consistent delivery of services specifically tailored to meet the needs of your organization.

COMPUCOM STATEWIDE SERVICE AND SUPPORT LOCATIONS

Sacramento
10415 Old Placerville Road, Suite 235
Sacramento, CA 95614

Santa Clara
386 S. Abbott
Milpitas, CA 95035

Los Angeles
801 South Grand Ave. Suite 1020
Los Angels, CA 90017

San Ramon
2603 Camino Ramon, #110
San Ramon, CA 94583

Corona
1180 Olympic Drive, Suite 106
Corona, CA 92881

San Diego
1551 Fourth Avenue, Suite 305
San Diego, CA 92101

HOW COMPUCOM WILL PROVIDE STATEWIDE MAINTENANCE SERVICES

A one-size-fits-all service agreement just won't do. The needs of every agency vary and can change over time. When developing your service level agreement, CompuCom's experienced staff will review your requirements, critical nature, quantity and type of equipment and software to be serviced and make recommendations to match your needs with our broad menu of service offerings.

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COMPUCOM -YOUR SINGLE POINT OF CONTACT

CompuCom' s Field Support Specialist Team manages the schedules and workloads of our engineers and the dispatching of third-party providers. A Field Support Specialist answers the call and performs first level triage to determine the nature of the problem and whether replacement parts are necessary. By providing initial triage, first call fix rates increase and the end-user' s downtime is minimized.

Service delivery options:

- ✍ **Dispatch Support ▬** With six (6) service centers in California, and alliances with a vast network of engineering support providers, CompuCom provides full coverage for your distributed locations. Through dispatch support, engineers provide an array of services, such as break/fix and IMAC (installs/moves/adds/changes) support. For critical systems, CompuCom utilizes several (outside equipment manufacturer) spare parts depot programs to provide local access to critical system components. When practical, we place spare parts at customer locations to facilitate same business day repairs. For next business day restoral levels and beyond, CompuCom utilizes the advantages of its centralized spare parts depot for overnight delivery of replacement parts.

- ✍ **Campus Support ▪** This contracted service offering places engineers on site and is ideal for Agency' s wanting full-time, dedicated resources located at large Agency or campus locations. The presence of on-site engineers and parts creates several advantages for you. First, dedicated on-site engineers enable more stringent response times, generally within two hours. Second, through improved economies of scale, campus support promotes shared resources over several activities, such as break/fix repairs, install/move/add/change (IMAC), deskside support, and hardware upgrades. Campus support also nurtures familiarity between CompuCom engineers and your end users so that working relationships are developed and enhanced over time, creating greater efficiencies throughout the services process.

- ✍ **Time & Materials ▪** When a full-service agreement is not feasible or practical for the customer, CompuCom offers technical services on a time-and-materials basis (T&M). Services are billed at an hourly rate, based upon the skill set of the engineer, plus parts.

- ✍ **Depot Support-** When customers prefer, equipment can be walked into six (6) service locations strategically placed throughout the State of California.

- ✍ **Centralized Laptop Depot ▬ CompuCom's** Mobile Computing Services (MCS) provides a convenient laptop repair service program for end users. Because laptop users are typically not stationary, a specialized support program is necessary. MCS offers an alternative to traditional dispatched repair, which will maximize end-user uptime and minimize productivity losses. MCS offers three levels of depot repair service for laptop users: Basic, Expedited, and Premier. The associated service levels range from a standard warranty repair to a next business day resolution via overnight shipment of customer-specific configured replacement units.

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STAY AHEAD OF THE GAME WITH PREVENTATIVE MAINTENANCE — JUST ONE OF OUR SERVICE OFFERINGS

As an integral component of your overall maintenance services, CompuCom will provide preventative maintenance for equipment purchased through the California State Microcomputer Store.

As a matter of customer convenience, CompuCom service engineers make a practice of rendering preventative maintenance for printers on all remedial calls and the following services are performed:

1. Clean card guide
2. Clean printwheel/printhead
3. Clean covers and remove paper chaff/dust with vacuum
4. Clean platen, feed rollers, and paper bail rollers
5. Check drive belt pulley
6. Lubricate all necessary mechanical parts
7. Check equipment components for excessive wear
8. Replace parts as needed

HELP AT YOUR FINGERTIPS - EVERY HOUR OF EVERY DAY

It all starts with the touch of a button. When placing a service call through our State Computer Store, toll free dedicated number **(1-800-488-8409),** you will be greeted in person with, *"Thank You for calling the California State Computer Store Service Department."* The service department is available any hour of any day and is staffed with a Field Support Services Team who understands the terms and conditions of the State Computer Store contract, and more specifically, understands the needs of our agency customers. The Field Support Specialist Team members will have access to your agency's service level contract requirements and will be able to quickly dispatch a service engineer and, if requested, guide you to CompuCom's nearest service location.

SERVICE DELIVERY

By pre-defining service delivery response times and formalizing requirements in a service level agreement (maintenance plan), agencies will receive consistent and measurable metric-based support service. The result is a comprehensive support plan that achieves the highest return on investment at the lowest cost. The following is a table of CompuCom's service level options offered to the California State Computer Store customers:

○ CompuCom.
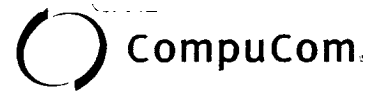
SERVICE RESPONSE-TIME TABLE

Options for Dispatch Response	Options for Dispatch Restoral
Next business day	Second business day restore
8 business hours (same business day)	Next business day restore
4 business hours	Same day restore
Options for Campus Response	**Options for Campus Restoral**
Next business day	Second business day restore
8 business hours (same business day)	Next business day restore
4 business hours	Same day restore
Mobile Computing Services	
Repair-and-return program providing a next business day resolution once the laptop is received at the service center (typical timeframe is three business days)	
Overnight advance shipments of pre-configured, customer-owned laptops to replace defective units (typical timeframe is one business day)	
Options for Extended-Hour Coverage	
5 days a week, 12 hours a day coverage	
5 days a week, 16 hours a day coverage	
5 days a week, 24 hours a day coverage	
7 days a week, 12 hours a day coverage	
7 days a week, 16 hours a day coverage	
7 days a week. 24 hours a day coverage	

COMPUCOM' S SERVICE TRACKING TOOL

CompuCom continuously updates service performance, including all maintenance service, on an ongoing basis by entering a service request into CompuCom's Service Information Management System (SIMS). This system is utilized to track all service calls and facilitate the complete call management process, including status, completion date, logistics, and systematic call escalation. Additionally, an array of valuable reports can be generated from SIMS, which the customer can use to identify and follow problem trends and monitor service level compliance. Key features of SIMS include:

- ?? service order management

- ?? service intelligent dispatch

- ? warranty/return to vendor processing

- ? automated contract administration

- ?? cost/revenue analysis

- ? systematic call escalation

- ?? detailed reporting

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SIMS REPORT

SIMS FEATURE	SIMS FUNCTION
Dispatch Features	
Intelligent Dispatch	The Field Support Services Team uses SIMS to track all service requests and to delegate based on engineer workload and client entitlement.
Help Desk Interface	This interface coordinates with the Field Support Services Team to properly manage calls. Calls are electronically transferred to SIMS. The Field Support Services Team checks workload and delegates an engineer.
Call Avoidance Procedures (Optional)	This feature transfers calls to CompuCom's software support desk. if the client is a help desk client, prior to dispatching an engineer.
Automated Escalation. Procedures	SIMS notifies the Field Support Services Team of impending escalation points for contracted service clients. At this point, escalation begins.
Quality Features	
National Accounts Status Screens and Reports	This feature provides status of current and previous calls by client nationally, regionally, locally. and by engineer (for contracted service clients only).
Engineer Utilization Reports	These reports detail monthly or quarterly service activity by several categories.
Call-BackAnalysis	This feature tracks and analyzes events that require more than one visit to resolve (for contracted service clients only).
Response Time Analysis.	This feature tracks and analyzes the elapsed time between call-in and on-site , arrival (for contracted service clients only).
Time-To-Repair Analysis	This feature tracks and analyzes elapsed time between call-in and resolution (for contracted service clients only).
Monthly Report Review	Regularly scheduled review meetings with local service areas, region, and/or corporate service management.
Contract Cost/Revenue Analysis	Provides cost/revenue by contract, contract type, equipment type, and local service area.
Spare Parts Features	
Good/Bad Parts Warehouses	This feature tracks all parts at the local level (may be a local service location or a client location) to ensure that good parts are in stock.
Automatic, Nationwide Parts Allocation	This feature provides service areas with dynamic recommendation of parts to order based on contract commitments and usage history.
Billing Features	
Online Warranty Verification	The online warranty verification tracks serial numbers automatically for all products purchased from CompuCom.
Online Call Closing, Billing, Verification, and Call Histories	This feature enhances the billing process and catches billing errors prior to issue of invoice.

READY ACCESS TO NECESSARY REPAIR PARTS

Getting the service technician to your site is only half the story. Supporting the technician with reliable, ready access to necessary repair parts is the other. To ensure consistent parts availability for the maintenance of your distributed hardware technology assets, CompuCom's centralized Service Logistics Center (SLC) in Dallas, TX provides a reliable parts inventory for our six California logistics centers, and ultimately the field engineers. As part of your service level agreement, CompuCom can work with you to design a comprehensive service parts support plan that minimizes support costs while maximizing end-user productivity. Your support plan may include spare parts placed at your campus location for critical systems that require a same-business-day restoral and utilization of the Service Logistics Center for overnight delivery of replacement parts to support next-business-day restoral times.

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REPORTING: MEASURING EXACTLY WHAT YOU GET

CompuCom understands that to assure we are meeting your best expectations we must measure every outcome. Our help desk organization measures and reports on its performance by using data captured from its call management and problem management systems. CompuCom's call management system will track several metrics, including the average speed of answer, abandonment rate, and average handling time of every call into the State's toll-free service number. Our problem management system is used to log, track, assign, and manage each incident to resolution based on a client's pre-defined service level agreement.

CALL DISTRIBUTION BY INCIDENT STATUS

This report details calls received in the following categories:

The number of calls received that were resolved and closed versus number of calls that were referred to another level of support

The total call counts by closed or assigned status (for example: a closed call status represents a call where Remote Help Desk resolved the problem/issue; an assigned call status represents a call that was either assigned or escalated by Remote Help Desk)

The percent of calls broken down by status; for example, 87 percent closed first call or 13 percent closed that needed a return call

INVENTORY MANAGEMENT

Inventory control at our six California logistics centers is accomplished through SIMS. SIMS includes an online inventory system that tracks each part shipped to a specific service call. Service calls cannot be closed without engineers providing parts status. Once status is given, the defective part is tracked back to the vendor or to CompuCom's inventory at the Service Logistics Center. To maintain inventory accuracy, a quarterly wall-to-wall physical inventory is performed throughout all stocking locations, including CompuCom service locations and clients' on-site spare parts inventories.

The Service Logistics Center's goal is to keep the logistics centers stocked with between six and twelve months worth of projected parts usage depending on an overall dollar value of the part and to dispose of older inventory on a quarterly basis. A tool called Distribution Resource Planning (DRP) is used to perform inventory management and planning for CompuCom's service markets. Inventory analysts use DRP to accomplish the following:

- ℓ forecast future demands for items

- ℓ prepare order recommendations based on current inventories and orders

- ℓ determine specific stocking locations and allocate available parts

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This program allows for more effective use of available assets and for positioning of new inventory as usage dictates. Through the use of this software, the Service Logistics Center has experienced increased customer satisfaction.
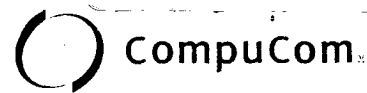
STATEWIDE MAINTENANCE SERVICE FEES

See Table 12-A Additional Services for pricing information

MANUFACTURER EXTENDED WARRANTY OPTIONS

Extended warranty options are offered by many manufacturers to upgrade the standard warranty. A fixed price " easy-to-use, easy-to-buy" option for extending the duration of the warranty and enhancing the warranty response coverage. Flexible and comprehensive enough to meet the support needs of a full range of environments.

CompuCom offers the State of California the option of purchasing a Manufacturer' s extended warranty.

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HELP DESK SUPPORT

HELP DESK INCIDENT CARE PACKAGES

To assist you in reducing end-user downtime and increasing productivity, CompuCom offers a pre-defined solution—Incident Care Packages. This solution provides quick access, with minimal investment and commitment to hardware and software technical support on today's most popular products.

Ideal for organizations who want to outsource software and hardware support only; require support after-hours; or during rollouts, migrations, and upgrades. Incident Care helps reduce your rising cost of help desk support by leveraging a shared resource of highly trained help desk analysts with extensive software, hardware, and help desk expertise. These analysts support approximately 80,000 calls a month, resolving at least 85 percent of standard software application issues during the first call.

QUICK SOLUTIONS WITH MINIMAL INVESTMENT

Incident Care Packages are available in pre-paid annual incident blocks ranging from 100 to 5,000. An incident is defined as problem, request, or question that results in the generation of a trouble ticket. Incidents are determined as a single user with a single problem. There can be multiple calls associated with one incident and multiple incidents associated with one call. The following table outlines the incident packages that are available as well as the associated service level goals.

Parameter of Support:
- Incident Care packs are purchased in blocks and are good for one year after purchase
- Hours of coverage include all continental time zones
- Excludes holidays (Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day)
- Support for CompuCom's standard supported products only
- The Help Desk agent will own or escalate each problem within 15 minutes
- Client-specific toll-free number is included in the incident block price
- Standard telephony set-up; voicemail option not available
- Standard phone greeting, utilizing skill-based routing
- No client-specific end-user information required; all callers will be logged as "new caller"
- Standard usage of our Problem Management System; no customized changes available
- Web capabilities not available
- Monthly data pull report, detailing ticket information
- Monthly summation report, detailing service levels and incident usage (Note: Service *levels are calculated* as an *average using monthly data)*
- Implementation will be performed remotely; if an on-site discovery and implementation is required or any changes to the above parameters are made,
- An implementation fee plus any travel and expenses will be incurred

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SUPPORTED PRODUCT LIST

CompuCom differentiates itself from competitors by providing a scalable help desk solution for software and hardware products, while most providers offer software support exclusive of hardware triage capabilities. The following is a list of hardware and software products supported by the help desk. CompuCom supports the most recently released and previous two versions of the software listed above.

Software		
Suites	**WordProcessing**	**Spreadsheets**
Lotus SmartSuite	Lotus Ami Pro	Lotus 1-2-3
Microsoft Office Pro*	Lotus Word Pro	Microsoft Excel
	Microsoft Word	
Graphics/Presentations	WordPerfect	**Electronic Mail**
ABC Flowcharter		Lotus cc:Mail
Harvard Graphics	**Groupware**	Lotus cc:Mail Remote
Lotus Freelance	Lotus Notes	Microsoft Exchange
Microsoft PowerPoint	Lotus Organizer	Novell GroupWise
VISIO	Microsoft Exchange	Novell GroupWise Remote
	Microsoft Outlook	
Utilities	Microsoft Schedule +	**Communications**
McAfee Anti-Virus	Novell GroupWise	Carbon Copy
Norton Anti-Virus		PC Anywhere
Norton Utilities	**OperatingSystems**	Procomm Plus
WinZip	IBM OS/2 2.11	ReachOut
	IBM OS/2 Warp	WinFAX Pro
Database	MS DOS 4.x-8.x	
Lotus Approach	MS Windows 2000	**Web Browsers**
Microsoft Access	MS Windows 98	Internet Explorer
	MS Windows 95	Netscape
	MS Windows for Wrkgrps 3.11	
	MS Windows NT Wrkst	**Miscellaneous**
		Microsoft Project

*For **Microsoft Office** 2000, CompuCom fully supports the following components: Word, Excel, Outlook, Access, and **PowerPoint. FrontPage** 2000 is supported on a best effort basis and Publisher, Small Business Tools, Photo Draw, and Developer Tools are not supported by **CompuCom's** Help Desk.*

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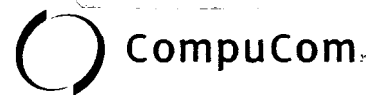
Hardware				
PC Desktops	**PC Laptops**	**PC Monitors**	**Peripherals**	**Printers**
A S T	AST	Compaq	3COM	HP
Compaq	Compaq	HP	AST	HP Inkjets
HP	HP	IBM	Compaq	HP Plotters
IBM	IBM	NEC	HP	Lexmark Laser
NEC	NEC		IBM	Okidata Dot Matrix
	Toshiba		NEC	

Calls from end users requesting support on proprietary or non-standard software and hardware are logged into the problem management system, transferred to the client's designated transfer point, and ultimately closed by the help desk.

TOLL-FREE ACCESS FOR TECHNICAL SUPPORT

To receive support, your end user calls a toll-free number that is specific to your organization. Incoming calls are answered by an auto attendant, allowing the end user to choose from a list of options for support on CompuCom's supported products. Through this use of skill-based routing, most calls are routed directly to the first available analyst who specializes in the specific area relating to your end-user's problem. Once the analyst receives the call, an incident number is assigned and troubleshooting begins. Analysts have access to a wide range of tools and aids when addressing problem calls. When the analyst resolves the incident, resolution and end-user satisfaction is confirmed and the incident is closed in the problem management system.

When incidents cannot be resolved remotely, the analyst follows documented escalation procedures to route the call to the appropriate resource via a warm transfer. The Remote Help Desk analyst dials the telephone number on behalf of the end user. Once the telephone number has been dialed, the Remote Help Desk analyst disconnects from the call. The end user then works with the receiving support group to resolve the problem. When a transfer occurs, the ticket is coded as closed in the help desk's problem management system and the receiving party assumes responsibility for resolution.